What is claimed is:

1. 1. A system for conducting a communication comprising:
2. at least one device for realizing a plurality of events
3. in the communication, the at least one device generating a
4. plurality of records concerning the events, respectively,
5. the records including data descriptive of the respective
6. events, each record including an identifier identifying the
7. communication; and
8. a server for processing the records before transmission
9. thereof.

1. 2. The system of claim 1 wherein the communication
2. includes an information assistance call.

1. 3. The system of claim 1 wherein the at least one
2. device includes a switch subsystem for receiving the
3. communication.

1. 4. The system of claim 1 wherein the at least one
2. device includes a voice response unit.

1. 5. The system of claim 1 wherein at least one device
2. includes a database subsystem for providing information
3. assistance in the communication.

1. 6. The system of claim 1 wherein at least one of the
2. events includes a search for a telephone number.

1. 7. The system of claim 1 wherein the at least one of
2. the events includes a StarBack event.

1 8. The system of claim 1 wherein the data includes
2 information identifying classes to which the respective
3 events belong.

1 9. The system of claim 1 wherein the server compresses
2 the data in the records before transmission thereof.

1 10. The system of claim 1 wherein the server controls
2 a rate at which the records are transmitted.

1 11. The system of claim 1 wherein the server
2 identifies selected records which are not to be transmitted.

1 12. The system of claim 1 wherein the server
2 identifies priority statuses of the records and causes the
3 records to be transmitted in an order pursuant to the
4 priority statuses thereof.

1 13. The system of claim 12 wherein each of the
2 priority statuses is indicated by a weight value relative to
3 a predetermined weight value.

1 14. Apparatus for conducting a communication, the
2 apparatus comprising:
3 an interface for receiving a plurality of records, each
4 record being associated with a respective one of a plurality
5 of events occurring during the communication, each record
6 including at least an identifier identifying the
7 communication;
8 a memory for storing a configuration file; and
9 a processor for processing the records based on a
10 specification in the configuration file.

11   15. The apparatus of claim 14 wherein the records are
12 transmissible, and the processor compresses data in the
13 records before transmission thereof.

1   16. The apparatus of claim 15 wherein the
2 specification includes a translation table, and the data is
3 compressed by translating selected terms in the records to
4 representations thereof in accordance with the translation
5 table.

1   17. The apparatus of claim 14 wherein the records are
2 transmissible, and the processor controls a rate at which
3 the records are transmitted.

1   18. The apparatus of claim 17 wherein the
2 specification includes a selected length of a time window,
3 and the processor controls the rate based on a latency
4 measure within the time window.

1   19. The apparatus of claim 14 wherein each record
2 includes a plurality of fields, and the processor identifies
3 selected records which are transmissible based on one or
4 more values in a selected field of the selected records, the
5 specification including the identity of the selected field
6 and the one or more values.

1   20. The apparatus of claim 14 wherein the records are
2 transmissible, and the processor identifies priority
3 statuses of the records based on the specification, the
4 processor causing the records to be transmitted in an order
5 pursuant to the priority statuses thereof.

6   21.   The apparatus of claim 20 wherein each record has
7 a plurality of fields, the specification including an
8 association of a priority value with at least one of the
9 fields which has a selected value.

1   22.   The apparatus of claim 21 wherein the priority
2 value includes a weight value relative to a predetermined
3 weight value.

1   23.   A communications system for processing a call
2 received in a call center where an operator provides
3 services in the call, the communications system comprising:
4   at least one device for helping the operator to provide
5 the services in the call, the at least one device generating
6 a plurality of event records concerning the services, each
7 event record including an identifier identifying the call;
8   a memory for storing a configuration file;
9   a first server for processing the event records in
10 accordance with a specification in the configuration file;
11 and
12   a second server for receiving the processed event
13 records from the first server through a communications
14 network, the second server generating a database including
15 selected data from the received event records.

1   24.   The system of claim 23 wherein the at least one
2 device includes a switch subsystem for receiving the call.

1   25.   The system of claim 23 wherein the at least one
2 device includes a voice response unit.

1   26.   The system of claim 23 wherein the at least one
2 device includes a database subsystem for providing
3 information assistance in the call.

1   27.   The system of claim 23 wherein at least one of the
2 services includes a search for a telephone number.

1   28.   The system of claim 23 wherein the at least one of
2 the services includes a StarBack service.

1   29. The system of claim 23 wherein the specification
2 includes a translation table, and the first server
3 translates selected terms in the event records to
4 representations thereof in accordance with the translation
5 table.

1   30.   The system of claim 23 wherein the specification
2 includes a selected length of a time window, and the first
3 server controls a rate at which the event records are sent
4 to the second server based on a latency measure within the
5 time window.

1   31.   The system of claim 23 wherein each event record
2 includes a plurality of fields, selected event records being
3 sent by the first server to the second server, the first
4 server identifying the selected event records based on one
5 or more values of a selected field in the selected event
6 records, the specification including the identity of the
7 selected field and the one or more values.

1   32.   The system of claim 23 wherein the first server
2 identifies priority statuses of the event records based on

3   the specification, the first server causing the event
4   records to be transmitted to the second server in an order
5   pursuant to the priority statuses thereof.

1   33. The system of claim 32 wherein each event record
2   has a plurality of fields, the specification including an
3   association of a priority value with at least one of the
4   fields which has a selected value.

1   34. The system of claim 23 wherein the first server
2   causes the event records to be stored when a loss of a
3   connection through the communications network is determined.

1   35. The system of claim 23 wherein the communications
2   network includes a wide area network (WAN).

1   36. Apparatus for capturing events comprising:
2   an interface for receiving data concerning first
3   events;
4   a processor for inserting the data into a database, and
5   identifying second events based on selected data being
6   inserted into the database; and
7   an output for generating records representing the
8   second events.

1   37. The apparatus of claim 36 wherein the data
2   includes identifiers identifying at least one class to which
3   the first events belong.

1   38. The apparatus of claim 36 wherein the records
2   include identifiers identifying at least one class to which
3   the second events belong.

4   39.   The apparatus of claim 36 wherein the first events
5 concern outbound calls made from a call center, and the
6 second events concern long distance connections made in the
7 outbound calls.

1   40.   The apparatus of claim 36 wherein the first events
2 concern conference calls made through a call center, and the
3 second events concern long distance connections made in the
4 conference calls.

1   41.   The apparatus of claim 36 wherein the first events
2 concern outbound calls made from a call center, and the
3 second events concern a selected service to which the
4 outbound calls are connected.

1   42.   The apparatus of claim 36 wherein the first events
2 concern conference calls made through a call center, and the
3 second events concern a selected service to which the
4 conference calls are connected.

1   43.   Apparatus for compiling statistics concerning at
2 least one communication, the communication including a
3 plurality of events occurring during the communication, the
4 apparatus comprising:
5   an interface for receiving records representing the
6 events, each record including an identifier;
7   a processor for associating selected records with the
8 communication based on the identifiers in the selected
9 records; and
10   an output for generating the statistics concerning the
11 communication based on data in the selected records.

1   44.   The apparatus of claim 43 wherein the
2 communication includes an information assistance call.

1   45.   The apparatus of claim 43 wherein the identifiers
2 each identify the communication.

1   46.   The apparatus of claim 43 wherein the statistics
2 is a function of time when the communication takes place.

1   47.   The apparatus of claim 43 wherein the statistics
2 is a function of an interval during which the communication
3 takes place.

1   48.   The apparatus of claim 43 wherein the
2 communication is conducted through a call center, and the
3 statistics is a function of a location of the call center.

1   49.   The apparatus of claim 43 wherein the
2 communication is transported through a carrier, and the
3 statistics is a function of the carrier.

1   50.   The apparatus of claim 43 wherein the
2 communication originates from a market, and the statistics
3 is a function of the market.

1   51.   The apparatus of claim 43 wherein the selected
2 records are selected based on a type of event represented
3 thereby.

1   52.   The apparatus of claim 43 wherein the data
2 includes indications of selected events represented by the
3 selected records.

4   53. A method for use in a system for conducting a
5 communication, the system including at least one device, the
6 method comprising:
7   realizing by the at least one device a plurality of
8 events in the communication;
9   generating by the at least one device a plurality of
10 records concerning the events, respectively, the records
11 including data descriptive of the respective events, each
12 record including an identifier identifying the
13 communication; and
14   processing the records before transmission thereof.

1   54. The method of claim 53 wherein the communication
2 includes an information assistance call.

1   55. The method of claim 53 wherein at least one of the
2 events includes a search for a telephone number.

1   56. The method of claim 53 wherein the at least one of
2 the events includes a StarBack event.

1   57. The method of claim 53 wherein the data includes
2 information identifying classes to which the respective
3 events belong.

1   58. The method of claim 53 wherein the processing
2 includes compressing the data in the records before
3 transmission thereof.

1   59. The method of claim 53 wherein the processing
2 includes controlling a rate at which the records are
3 transmitted.

4   60.   The method of claim 53 wherein the processing
5   includes identifying selected records which are not to be
6   transmitted.

1   61.   The method of claim 53 wherein the processing
2   includes identifying priority statuses of the records and
3   causing the records to be transmitted in an order pursuant
4   to the priority statuses thereof.

1   62.   The method of claim 61 wherein each of the
2   priority statuses is indicated by a weight value relative to
3   a predetermined weight value.

1   63.   A method for collecting information concerning a
2   communication, the method comprising:
3   receiving a plurality of records, each record being
4   associated with a respective one of a plurality of events
5   occurring during the communication, each record including at
6   least an identifier identifying the communication;
7   storing a configuration file; and
8   processing the records based on a specification in the
9   configuration file.

1   64.   The method of claim 63 wherein the records are
2   transmissible, and the processing includes compressing data
3   in the records before transmission thereof.

1   65.   The method of claim 63 wherein the specification
2   includes a translation table, and the data is compressed by
3   translating selected terms in the records to
4   representations thereof in accordance with the translation
5   table.

6   66. The method of claim 63 wherein the records are
7   transmissible, and the processing includes controlling a
8   rate at which the records are transmitted.

1   67. The method of claim 66 wherein the specification
2   includes a selected length of a time window, and the rate is
3   controlled based on a latency measure within the time
4   window.

1   68. The method of claim 63 wherein each record
2   includes a plurality of fields, and the processing includes
3   identifying selected records which are transmissible based
4   on one or more values in a selected field of the selected
5   records, the specification including the identity of the
6   selected field and the one or more values.

1   69. The method of claim 63 wherein the records are
2   transmissible, and the processing includes identifying
3   priority statuses of the records based on the specification,
4   and causing the records to be transmitted in an order
5   pursuant to the priority statuses thereof.

1   70. The method of claim 69 wherein each record has a
2   plurality of fields, the specification including an
3   association of a priority value with at least one of the
4   fields which has a selected value.

1   71. The method of claim 70 wherein the priority value
2   includes a weight value relative to a predetermined weight
3   value.

1   72.   A method for use in a communications system for
2 processing a call received in a call center where an
3 operator provides services in the call, the communications
4 system including at least one device, the method comprising:
5   using the at least one device to help provide the
6 services in the call;
7   generating by the at least one device a plurality of
8 event records concerning the services, each event record
9 including an identifier identifying the call;
10   storing a configuration file;
11   processing the event records in accordance with a
12 specification in the configuration file;
13   receiving the processed event records through a
14 communications network; and
15   generating a database which includes selected data from
16 the received event records.

1   73.   The method of claim 72 wherein at least one of the
2 services includes a search for a telephone number.

1   74.   The method of claim 72 wherein the at least one of
2 the services includes a StarBack service.

1   75. The method of claim 72 wherein the specification
2 includes a translation table, and the processing includes
3 translating selected terms in the event records to
4 representations thereof in accordance with the translation
5 table.

1   76.   The method of claim 72 wherein the specification
2 includes a selected length of a time window, and the
3 processing includes controlling a rate at which the event

4   records are transmitted through the communications network
5   based on a latency measure within the time window.

1   77.   The method of claim 72 wherein each event record
2   includes a plurality of fields, selected event records being
3   transmitted through the communications network, the
4   processing including identifying the selected event records
5   based on one or more values of a selected field in the
6   selected event records, the specification including the
7   identity of the selected field and the one or more values.

1   78.   The method of claim 72 wherein the processing
2   includes identifying priority statuses of the event records
3   based on the specification, and causing the event records to
4   be transmitted through the communications network in an
5   order pursuant to the priority statuses thereof.

1   79.   The method of claim 78 wherein each event record
2   has a plurality of fields, the specification including an
3   association of a priority value with at least one of the
4   fields which has a selected value.

1   80.   The method of claim 72 wherein the processing
2   includes storing the event records when a loss of a
3   connection through the communications network is determined.

1   81.   A method for capturing events comprising:
2   receiving data concerning first events;
3   inserting the data into a database;
4   identifying second events based on selected data being
5   inserted into the database; and
6   generating records representing the second events.

7   82.   The method of claim 81 wherein the data includes
8   identifiers identifying at least one class to which the
9   first events belong.

1   83.   The method of claim 81 wherein the records include
2   identifiers identifying at least one class to which the
3   second events belong.

1   84.   The method of claim 81 wherein the first events
2   concern outbound calls made from a call center, and the
3   second events concern long distance connections made in the
4   outbound calls.

1   85.   The method of claim 81 wherein the first events
2   concern conference calls made through a call center, and the
3   second events concern long distance connections made in the
4   conference calls.

1   86.   The method of claim 81 wherein the first events
2   concern outbound calls made from a call center, and the
3   second events concern a selected service to which the
4   outbound calls are connected.

1   87.   The method of claim 81 wherein the first events
2   concern conference calls made through a call center, and the
3   second events concern a selected service to which the
4   conference calls are connected.

1   88.   A method for compiling statistics concerning at
2   least one communication, the communication including a
3   plurality of events occurring during the communication, the
4   method comprising:

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5   receiving records representing the events, each record
6 including an identifier;
7   associating selected records with the communication
8 based on the identifiers in the selected records; and
9   generating the statistics concerning the communication
10 based on data in the selected records.

1   89.   The method of claim 88 wherein the communication
2 includes an information assistance call.

1   90.   The method of claim 88 wherein the identifiers
2 each identify the communication.

1   91.   The method of claim 88 wherein the statistics is a
2 function of time when the communication takes place.

1   92.   The method of claim 88 wherein the statistics is a
2 function of an interval during which the communication takes
3 place.

1   93.   The method of claim 88 wherein the communication
2 is conducted through a call center, and the statistics is a
3 function of a location of the call center.

1   94.   The method of claim 88 wherein the communication
2 is transported through a carrier, and the statistics is a
3 function of the carrier.

1   95.   The method of claim 88 wherein the communication
2 originates from a market, and the statistics is a function
3 of the market.

1   96.   The method of claim 88 wherein the selected
2 records are selected based on a type of event represented
3 thereby.

1   97.   The method of claim 88 wherein the data includes
2 indications of selected events represented by the selected
3 records.